

What's Ahead at Point32Health: Integration Updates

As you know, Harvard Pilgrim Health Care and Tufts Health Plan combined under the parent organization Point32Health on Jan. 1, 2021. We are confident that this combination will enable us to keep high-quality health care accessible and affordable, while at the same time investing in programs and initiatives that enhance the quality of care and the overall experience we provide our customers.

As a newly combined organization, we want to keep our network providers aware of the work we have done in transitioning our processes and products — as well as share our plans for what's ahead. We invite you to view our newly developed, in-depth provider [FAQ that provides information on what is coming in 2023](#) including:

- **More unified product portfolio** — Beginning on Jan. 1, 2023, Tufts Health Plan's employer group clients and members of individual and small group products (including those serviced by our intermediary partners) in Massachusetts will begin transitioning to the Harvard Pilgrim Health Care product portfolio, as the Commercial Markets business moves toward a more unified product portfolio. These transitions will occur on the plan renewal date.
- **Efforts to ensure a smooth transition** — Learn more about the efforts we are undertaking to ensure that you and your patients experience a smooth transition, including continuity of care, plans to migrate open referrals and prior authorizations, and training and education sessions.
- **Behavioral Health** — Read about our plans to offer an insourced behavioral health program for both Harvard Pilgrim Health Care and Tufts Health Plan. While Tufts Health Plan currently operates using an insourced behavioral health model, this is a change for Harvard Pilgrim Health Care, which currently utilizes a carve-out model managed by Optum/United Behavioral Health. Harvard Pilgrim Health Care will utilize an insourced behavioral health program effective July 1, 2023.
- **Medical Drug Program** — Learn about our aligned approach for Medical Benefit Drug utilization management. Point32Health has developed medical necessity guidelines for medical benefit drugs and will conduct utilization review, effective Jan. 1, 2023. Currently, CVS Health-Novologix conducts utilization management for medical drugs for Harvard Pilgrim Health Care members; however, as of Jan. 1, 2023, CVS Health-Novologix will no longer accept medical drug authorization requests for these members.
- **Pharmacy Benefit Manager** — Find answers to your questions about our pharmacy benefit manager for 2023, OptumRx, including key changes for each legacy organization, services provided by OptumRx, information on drug formularies and requesting prior authorization, and support for members migrating from a Tufts Health Plan Commercial plan to a Harvard Pilgrim Commercial plan.
- **Education and training** — Hear about our plans to keep you and your office staff well informed throughout the coming year and find links to handy resources.

We encourage you to visit the FAQ periodically as we'll be updating it with additional information in the coming months — and to look to future issues of this provider newsletter for more updates. ◆

Enhanced HPHConnect Enrollment Process

We're pleased to announce enhancements we're making in our online provider portal, *HPHConnect*, which will make it considerably easier to navigate the registration and account access update processes. We're replacing our existing HPHConnect for Providers Enrollment Form with a more convenient web-based form as part of a new online registration experience, with the goal of reducing your administrative burden and delivering a more seamless workflow by cutting back on the number of steps involved in the process.

Our new online enrollment tool will guide users through the process of submitting information electronically, and allow them to upload any necessary additional registration documents directly. With this new functionality, users will also be prompted to review and accept/sign user agreements digitally upon logging into their accounts, eliminating the need for printing and separate fax or email submission. In addition, the enhanced online process enables users to better specify the type of registration/account they need (e.g., Billing Agency, Non-Participating).

We've updated the Registration Instructions section of the [Electronic Tools & HPHConnect page](#) on our provider website to reflect these enhancements.

We hope these enhancements prove helpful in saving you valuable time and, as always, we encourage you to share suggestions on how we can continue to better serve our provider network! ♦

New 2023 CPT and HCPCS codes

Harvard Pilgrim will accept new 2023 CPT and HCPCS codes for dates of service beginning Jan. 1, 2023 and will update fee schedules and policies as appropriate. Claims that include deleted CPT and HCPCS codes for dates of service after Dec. 31, 2022 will be denied. Harvard Pilgrim's commercial [Non-Covered Services Payment Policy](#) will be updated in the first quarter of 2023 to reflect the 2023 code changes. ♦

Point32Health's Pharmacy Program

As a reminder, Point32Health, the parent company of Harvard Pilgrim Health Care and Tufts Health Plan, has selected OptumRx as the pharmacy benefit manager (PBM) for all products, effective Jan. 1, 2023. The new collaboration between Point32Health and OptumRx further broadens the long-term strategic relationships Harvard Pilgrim Health Care and Tufts Health Plan have had with Optum. Harvard Pilgrim Health Care has utilized OptumRx as a PBM since Jan. 1, 2020, while Tufts Health Plan will be newly utilizing OptumRx as a PBM.

OptumRx will be administering pharmacy claims payment, providing specialty pharmacy and mail-order services, and managing the pharmacy network across both legacy organizations. Point32Health will continue to manage its own pharmacy program, including drug formularies, the development of utilization management criteria, and the appeals function.

New enhancements

To make it easier to do business with us, we're committed to delivering a more seamless and consistent provider experience across our legacy organizations. Here's a look at some of the enhancements to our pharmacy program beginning Jan. 1:

- **Unified pharmacy medical necessity guidelines** – Point32Health is unifying our pharmacy medical necessity guidelines within product lines to ensure that our criteria is consistent across our legacy organizations. For example, the same pharmacy medical necessity guidelines will apply for Commercial Harvard Pilgrim Health Care and Commercial Tufts Health Plan members. Guidelines may vary across product lines, however (for example, Commercial and Public Plans policies may differ).
- **Streamlined utilization management for pharmacy and medical benefit drugs** – Point32Health will conduct utilization management for both pharmacy and medical benefit drugs. By streamlining the intake and review of pharmacy and medical benefit drug prior authorizations, you'll have a simplified experience and a single point of contact to support you.
- **Online prior authorization submissions** – A new online prior authorization submission tool, PromptPA, will be available for you to access through our provider portals starting on Jan 1. With PromptPA, you can submit both pharmacy and medical benefit drug prior authorization requests

using the same platform. Through online submission, you can easily view drug specific criteria questions, attach clinical information, and receive a response more quickly.

What’s changing?

The following chart notes the key changes for each legacy organization:

		Before Jan. 1, 2023	Starting Jan. 1, 2023
Tufts Health Plan	Pharmacy Benefit Manager	CVS Caremark	OptumRx
	Retail Pharmacy		
	Mail Order Services		
	Pharmacy Claims Processing		
	Specialty Pharmacy	CVS Specialty	Optum Specialty
	Prescription Drug Program (formularies, pharmacy medical necessity guidelines, appeals)	Point32Health	Point32Health (no change)
	Utilization Management Determinations	Point32Health	Point32Health (no change)
Harvard Pilgrim Health Care	Pharmacy Benefit Manager	OptumRx	OptumRx (no change)
	Retail Pharmacy		
	Mail Order Services		
	Pharmacy Claims Processing		
	Specialty Pharmacy	CVS Specialty	Optum Specialty
	Prescription Drug Program (formularies, UM decision criteria, appeals)	Point32Health	Point32Health (no change)
	Utilization Management Determinations (Pharmacy Drugs)	OptumRx	Point32Health
	Utilization Management Determinations (Medical Drugs)	NovoLogix	Point32Health
	Infertility Pharmacy Program	Freedom Drug, Inc and Village Pharmacy	Optum Specialty

For more information on our pharmacy program, refer to our [Quick Reference Guide](#) with an overview of what to expect in 2023. ◆

Medical Policy Updates

We’re introducing the following enhancement in how we present updates on our Medical Necessity Guidelines (MNGs). Each month, MNG updates will be presented in a chart format to make it easier for providers and office staff to review changes, updates, and new policies in a more streamlined way.

Medical Necessity Guidelines (MNG) Updates			
MNG Title	Products Affected	Effective Date	Summary
Procedures for the Treatment of Benign Prostatic Hypertrophy (BPH) Medical Policy	Commercial	Dec. 1, 2022	<p>Water Vapor Thermal Therapy (Rezum) (CPT code 53854) will be covered, with prior authorization, and dedicated clinical coverage criteria for this therapy will be added to the MNG.</p> <p>Prior authorization will be required for Cryoablation of the Prostate (CPT code 55873) and InterQual criteria will be utilized for prior authorization review.</p>
Oral Devices for Obstructive Sleep Apnea Medical Policy	Commercial	Dec. 1, 2022	<p>Clinical coverage criteria and exclusions section revised.</p> <p>In addition, the member must be made aware of the following:</p> <ul style="list-style-type: none"> • Positive airway pressure is superior at improving the AHI and oxyhemoglobin saturation. Oral appliance therapy may not provide optimal improvement in oxygenation. • Possible side effects with oral appliance treatment, including complications of TMJ <p>Policy will now draw upon the following 2022 InterQual subset for prior authorization review: Mandibular advancement oral appliance, Adjustable, Custom Fabricated Mandibular advancement oral appliance (Version 2022).</p>
Percutaneous Posterior Tibial Nerve Stimulation (PTNS) Medical Policy	Commercial	Nov. 1, 2022	<p>New Medical Policy. CPT code 64566 will be covered, with prior authorization. The policy outlines the criteria that must be met for coverage/authorization.</p>
Breyanzi Medical Policy (Commercial)	Commercial	Oct. 17, 2022	<p>Now approved to treat patients with disease refractory to first-line chemoimmunotherapy or with relapse within 12 months of first-line chemoimmunotherapy</p>

StrideSM (HMO) Medicare Advantage Modified T-Cell Therapies: Breyanzi (lisocabtagene maraleucl) Medical Policy	Stride SM (HMO) Medicare Advantage	Oct. 1, 2022	Now approved to treat patients with disease refractory to first-line chemoimmunotherapy or with relapse within 12 months of first-line chemoimmunotherapy
Bronchial Thermoplasty Medical Policy	Commercial	Oct. 1, 2022	Clinical coverage criteria revised.
Prophylactic Procedures Associated with Hereditary Breast and Ovarian Cancer Syndrome Medical Policy	Commercial	Oct. 1, 2022	Policy is being archived.
HPHC Chemotherapy HCPCS J-Codes List (Asceniv)	Commercial, Stride SM (HMO) Medicare Advantage	Oct. 1, 2022	HCPCS code J1554 (Injection, immune globulin [asceniv], 500 mg) now requires prior authorization through OncoHealth when used to report the use of the drug Asceniv for oncology purposes (prior authorization will also continue to be required for non-oncology uses). Providers billing for Asceniv should use J1554, as it is a more specific code than the more general immunoglobulin code used previously (J1599).
StrideSM (HMO) Medicare Advantage Hysterectomy Medical Policy	Stride SM (HMO) Medicare Advantage	Oct. 1, 2022	Annual review, editorial/general administrative updates.
StrideSM (HMO) Medicare Advantage Endoscopic Sinus Surgeries Medical Policy	Stride SM (HMO) Medicare Advantage	Oct. 1, 2022	Annual review, editorial/general administrative updates.

COVID-19 Boosters

As you may be aware, the U.S. Food and Drug Administration (FDA) amended the emergency use authorizations (EUAs) of the Moderna and Pfizer BioNTech COVID-19 vaccines to authorize bivalent formulations for use as a single booster dose at least two months following primary or booster vaccination. Individuals aged 12 and older should only be offered the updated (bivalent) mRNA (Moderna or Pfizer-BioNTech) booster.

Our COVID-19 Information and Resources [page](#) has been updated to reflect this change. For additional information, refer to the [FDA News Release](#) and the [Center for Disease Control and Prevention \(CDC\)](#) for up to date information regarding COVID-19 vaccinations, including primary series doses and boosters. ◆

Monkeypox Information and Resources

Point32Health, the parent organization of Harvard Pilgrim Health Care and Tufts Health Plan, is carefully monitoring the recent outbreak of monkeypox. While experts do not believe monkeypox will reach epidemic proportions, the Centers for Disease Control and Prevention (CDC) reports that as of Sept. 14, 2022, there are 24,203 confirmed cases of monkeypox in the United States and 63,117 worldwide.

Point32Health is committed to health equity and recognizes the importance of identifying at-risk communities for monkeypox and supporting vaccination efforts. It's crucial that public health organizations, providers, and health plans work together to deliver accurate information to the community, particularly on how monkeypox is spread and by reinforcing that anyone can get monkeypox.

"We should ensure that we never stigmatize any group or sow complacency in others that may be vulnerable. Stigmatizing language can quickly disable an evidence-based response by creating cycles of fear. It is precisely this type of fear that turns people away from health services and ultimately impedes efforts to slow the spread of disease," explains Michael Sherman, MD, Chief Medical Officer at Point32Health.

The [CDC monkeypox website](#) offers detailed information, including [information specifically for health care professionals](#) and on [reducing stigma](#).

The JYNNEOS vaccine is approved for prevention of smallpox and monkeypox, and is the primary vaccine being used in the U.S. An alternative is the ACAM2000 vaccine, which is also approved to help protect against smallpox and monkeypox.

Government agencies are supplying monkeypox vaccine, and therefore, Point32Health does not reimburse for them (codes 90611 and 90622 are non-reimbursable). Laboratory testing for monkeypox (87593) and codes for the administration of the monkeypox vaccine are reimbursable. Consistent with American Medical Association guidance, existing CPT vaccine administration codes (90460, 90461, 90471, 90472) should be used to report the administration of vaccine products described by codes 90611 and 90622, depending on the age of the patient and the administration provided during the encounter.

To support a coordinated, equitable, and culturally relevant monkeypox response, healthcare providers are required to report cases of monkeypox to their state's public health department. For more information on monkeypox, including information on where patients can obtain a vaccine, please refer to these resources:

- [Massachusetts Department of Public Health](#)
- [Maine Department of Health and Human Services](#)
- [New Hampshire Department of Health and Human Services](#)
- [Rhode Island Department of Health](#)
- [Vermont Department of Health](#)
- [Connecticut Department of Public Health](#) ◆

Synagis for Upcoming RSV Season

With the 2022-2023 respiratory syncytial virus (RSV) season approaching, Harvard Pilgrim would like to remind providers of our policy regarding Synagis (palivizumab), an injection of antibodies used to protect high-risk infants from severe RSV disease.

Synagis requires prior authorization and should be reserved for infants with a history of pre-term birth and children with chronic lung disease or congenital heart disease. For members who qualify to receive five doses, the first dose is typically administered at the beginning of November and the last dose at the beginning of March to provide protection into April.

As the policy notes, slight variations to the RSV season may be announced by state health departments or the Centers for Disease Control and Prevention, which has encouraged broader testing for RSV among patients presenting with acute respiratory illness who test negative for SARS-CoV-2, the virus that causes COVID-19. Further details can be found in this [CDC Health Alert](#).

When determining when to begin approving authorization requests for Synagis, Harvard Pilgrim will take any variations in the RSV season and increases in RSV activity into consideration.

Requesting authorization through Dec. 31, 2022

To obtain Synagis for a commercial member between now and Dec. 31, 2022, prescribing providers should contact CVS Health—NovoLogix to request authorization. To view the Synagis criteria and access prior authorization forms, please visit our [medical drug prior authorization web page](#). You may request authorization through CVS Health—NovoLogix via phone (844-387-1435) or fax (844-851-0882).

Requesting authorization on or after Jan. 1, 2023

Beginning on Jan. 1, 2023, prescribing providers should request authorization for Synagis via PromptPA — the new online tool Point32Health (the parent company of Harvard Pilgrim Health Care and Tufts Health Plan) has developed to enable quick, easy submission of prior authorization requests for both pharmacy and medical benefit drugs. As of Jan. 1, you will be able to access PromptPA through our provider portals ([Harvard Pilgrim Health Care](#) and [Tufts Health Plan](#)).

Online submission will enable you to easily view drug specific criteria questions, attach clinical information, and receive a response more quickly. Alternatively, you can submit prior authorization requests via fax using the corresponding request forms. Updated forms — with new fax numbers — will be available in the pharmacy sections of our provider websites by Jan. 1.

As of Jan. 1, 2023, providers should obtain Synagis through buy and bill, and members are responsible for their appropriate cost share. If any of your Harvard Pilgrim Health Care patients have questions about their cost share for Synagis, please direct them to the Harvard Pilgrim Health Care Member Services phone number on the back of their ID card.

You can find general information about Harvard Pilgrim's Specialty Pharmacy program [here](#). If you have any further questions, please call the Provider Service Center at 800-708-4414. ◆

Outpatient Facility Fee Schedule Updates

Harvard Pilgrim is updating our current standard outpatient facility fee schedule for acute rehabilitation hospitals, freestanding ambulatory surgery centers, and skilled nursing facilities, effective Jan. 1, 2023.

As of Nov. 1, 2022, you may request a preliminary sample fee schedule (which does not include the final edits for added and deleted codes) by contacting your contract manager. The final version of the same fee schedule will be available after Jan. 1.

Please keep the following considerations in mind regarding fee schedule updates for acute rehabilitation hospitals and ambulatory surgery centers, as well as skilled nursing facilities:

- **Acute Rehabilitation Hospitals and Ambulatory Surgery Centers:**
Harvard Pilgrim is basing our fee schedule updates for acute rehabilitation hospitals and freestanding ambulatory surgery centers on the Centers for Medicare and Medicaid Services 2022 Ambulatory Payment Classification. For more information, please refer to our Commercial [Outpatient Facility Fee Schedule Payment Policy](#).
- **Skilled Nursing Facilities:**
The new standard outpatient fee schedule for skilled nursing facilities is limited to physical therapy, occupational therapy, and speech therapy. For more information, refer to the Commercial [Skilled Nursing Facility Payment Policy](#).

Please contact your contract manager for any further questions you may have about these fee schedule updates. ♦

***Network Matters* is a monthly newsletter for the Harvard Pilgrim provider network**

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